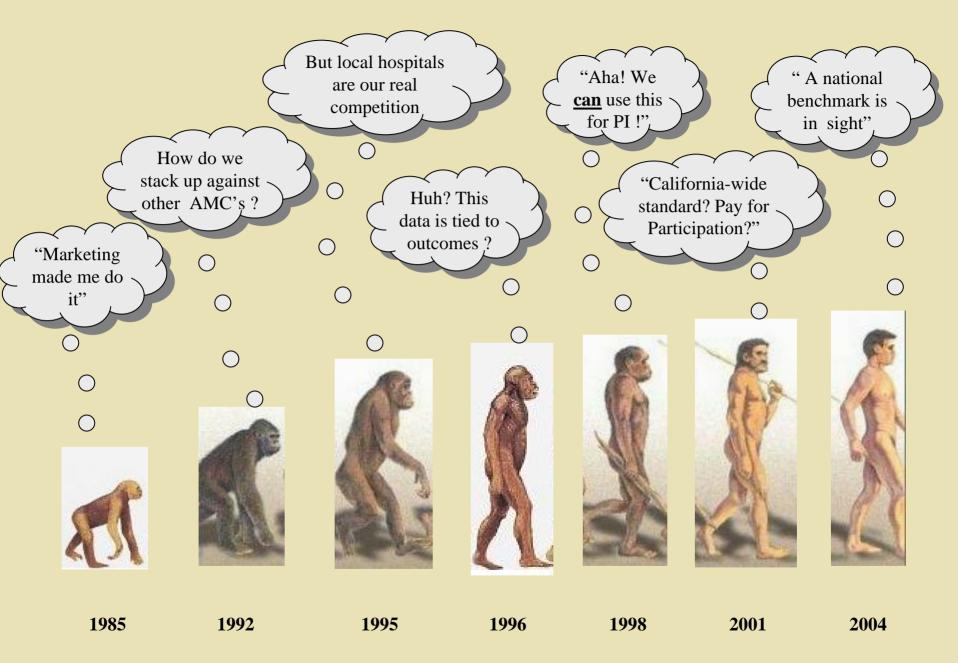# UCLA Healthcare

- Three hospital system affiliated with David Geffen School of Medicine and UCLA Medical Group

- Major clinical programs in oncology, transplant (liver, heart, kidney bone marrow) pediatrics, general medicine, ophthalmology.

Balancing Various Uses of Patient Surveys

- Ultimately, use feedback to optimize the patient experience.
- Benchmark with academic medical centers.
- Benchmark with local market hospitals
- Management and staff incentives
- State-wide public reporting (reputation) and pay for participation

Progress means managing measurement issues

- New purposes mean new questions, sampling models, report formats, etc.

- Trending is important at the executive level and for process improvement

- Using same questions for internal & external surveys is appreciated by our M.D.'s, RN's…

- Overlap between old surveys and the "next generation" means manage multiple projects simultaneously

One User's Experience with PEP-C –H-CAHPS Tool

- H-CAHPS Questions measured very similar patient experiences as previous surveys.

- Mixing H-CAHPS & Picker questions on same tool, created "noise" ("which questions should we pay attention to?)

- Replacing Picker questions with H-CAHPS questions raised trending issues.

Considering new "Dimensions"

H-CAHPS does not address two UCLA priorities

"Emotional Support" While H-CAHPS questions are focus on individual provider communication, "anxieties and fears, "confidence and trust" continue to   intrigue us.

"Coordination of Care"

"Tests on time", "physician in charge", complexity of systems can be big dissatisfiers in AMC's

PEP-C III Experience : Discharge Information

- H-CAHPS maintains "danger signals" question (+)

- Found the "Picker" questions to be excellent PI measures because they were specific. (danger signals, resuming usual activities, and medication information)

- Will need to supplement H-CAHPS with drill down questions about information patients need & value most.

Fielding H-CAHPS with support of the RAND PI demonstration team

- Share results, with emphasis listening to physicians, nurses etc. on "which questions / topics are missing?" to determine future "add-on questions"

- Which reports are needed ?

- Build statistical "bridges" to maintain some trending ability for executive and governing body audiences